

FAQ's & trouble shooting for downloading and extracting a WE Transfer

Issues that may arise due to the download size

Problem

Will not download fully

Solution

Sometimes the download even though it states it is completed on screen (We Transfer web page) will actually takes a little bit more time to fully download. If you try to open the file on the computer before it is fully downloaded it will deny access

Be patient and allow time for the files to fully download.

Solution

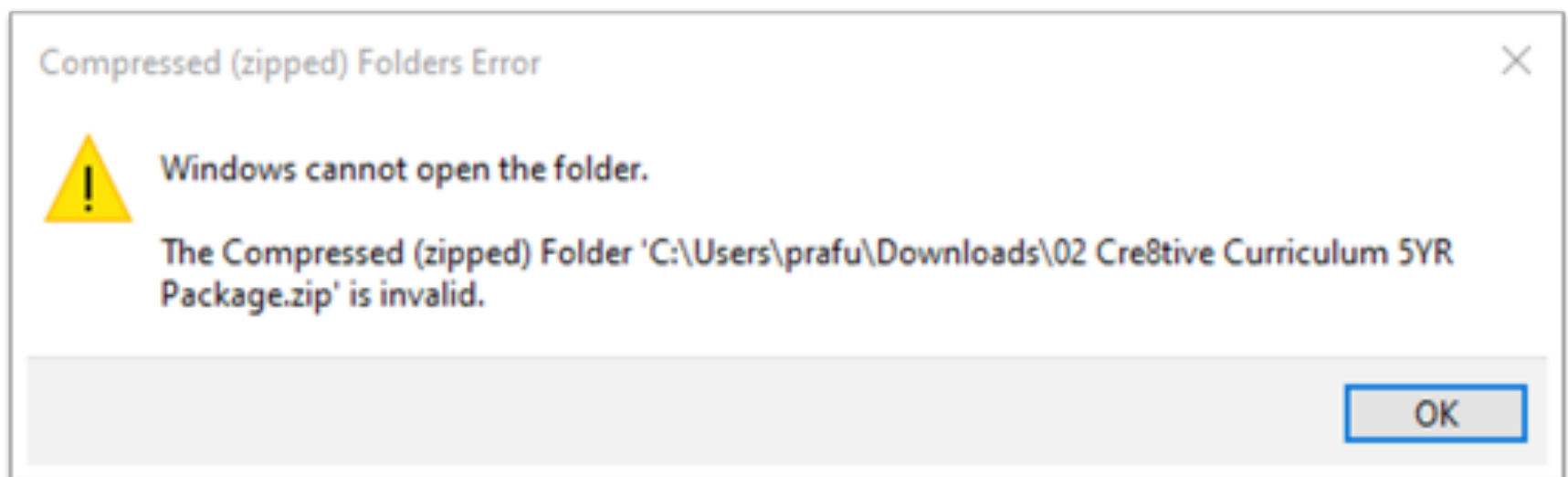
Sometimes the school's firewall systems are so secure it prevents large downloads to the school system from outside sources as a defence against virus etc. Teachers have found when they try to download the link from Home it works perfectly fine.

Problem

I cannot Extract the files after they have successfully downloaded

Solution

This will almost certainly be to do with **the program your computer is using** to extract the files especially if you get the message:



The standard programme a windows computer will use to extract files is windows explorer but you will need to use either a **different programme** if one is installed or **download a more efficient programme** to extract all the files.

Option 1 7 Zip – Free and very simple to download - <https://www.7-zip.org/>

-You will need to download and install this programme.

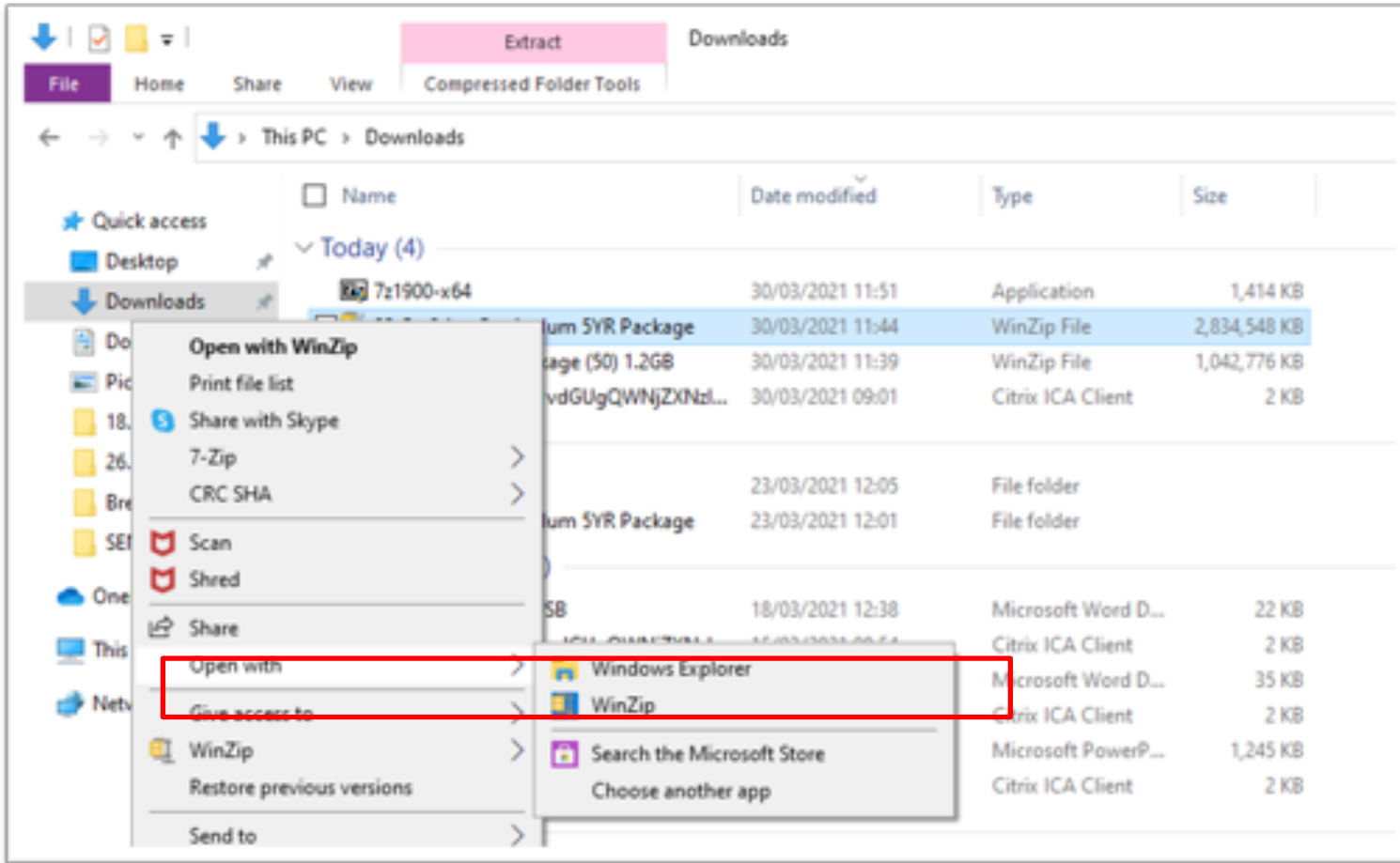
Option 2 WinRAR – Offer a free trial https://download.cnet.com/WinRAR-64-bit/3000-2250_4-10965579.html

-You will need to download and install this programme.

Both these will be able to extra the files from the Zipped download absolutely fine on your PC.

Process of unzipping the download using a new programme – if you have other options available they will be shown when you right click on the file

Right click on the file



Pick 7-Zip from the list and select Extract here

